WebViewer

# Archive™

## Email Retention

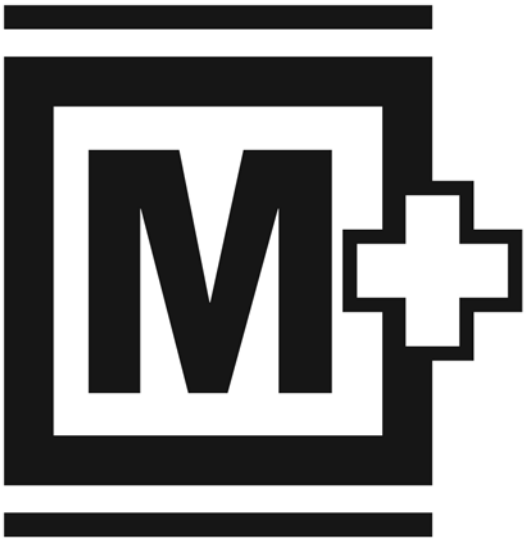
RISK FREE EMAIL

Messaging Architects™

BUSINESS DRIVEN EMAIL

# M+Archive WebViewer User Guide

2010.1, version 1.0, 15 November 2010



Messaging Architects™

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Messaging Architects ..... M+Archive™, M+Archive WebViewer™
Novell, Inc ..... GroupWise®

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## About M+Archive

M+Archive is an enterprise-class electronic messaging solution that helps organizations address their current and future challenges of email archiving, retention, regulatory compliance, and fast retrieval of email messages. M+Archive integrates seamlessly and transparently into your corporate email system, improves server performance, lowers storage costs, and offers you the tools to individually or globally search archived messages in aid of legal discovery, regulatory compliance, or organizational policy enforcement.

## About the M+Archive WebViewer

The M+Archive WebViewer is a GroupWise Client plug-in that allows users to view their GroupWise archives, previously exported to XML through M+Archive. With the M+Archive WebViewer's enhanced searching capabilities, users can simultaneously search across multiple messages, calendar items, notes, and tasks for easy discovery and retrieval.

## About this User Guide

This user guide is intended for the average email user. It assumes that you have a working knowledge of your computer and its operating system. The guide is structured in a series of tasks to help you learn how to use the M+Archive WebViewer as quickly as possible. The guide will walk you through each of the tasks you can perform in the M+Archive WebViewer.

## Style Conventions

The following style conventions are used in this guide:

- The names of files, directory paths, and guides appear in italics. For example,
  - The data is stored in the *sample.xml* file.
  - The file is located in your *C:\Program Files\Messaging Architects* folder.
  - Please refer to your *M+Archive WebViewer User Guide*.
- Menus and commands that you need to choose are displayed in the form **Menu > Command**. For example, **File > Save** means click **File** in the menu bar, then click **Save** in the menu that appears.
- The names of keys are displayed in small capital letters, such as **CTRL** key.
- A plus (+) sign is used to indicate combinations of keys and/or mouse operations. For example:
  - **CTRL+C** means to hold down the **CTRL** key while pressing the **C** key.
  - **SHIFT+click** means to hold down the **SHIFT** key while you click an item with the mouse.

## Symbols

Throughout the guide, you will sometimes see special symbols in the margins. The symbols are intended to supplement the information in the section where they are found. These symbols serve different functions based on the icon used to represent them. The types of symbols are:

**Note:** This symbol provides supplemental information and/or configuration tips. Look for this symbol if you want to find additional information for the subject that is being discussed.

**Important:** This symbol indicates that the information described in the corresponding section is important. Pay attention to this symbol when you encounter it.

**Warning:** This symbol lets you know when something requires caution. The goal of this symbol is to let you know about the potential errors into which you might run when using the function in question.

# 1 Introducing the M+Archive WebViewer

The M+Archive WebViewer allows end users to view archives created through M+Archive. With the WebViewer, you can open your archived GroupWise account and view the information in a structure similar to your GroupWise WebAccess client layout. In addition, enhanced searching capabilities allow for simultaneous searching across multiple messages, calendar items, notes, and tasks for easy discovery and retrieval.

The integration of M+Analytics provides advanced search features to facilitate your search and increase the accuracy of your search results. These features include word list usage, exact phrase matching, forbidden term searching, approximate spelling matching, and more. M+Analytics' guided navigation allows for results to be sorted for easy viewing.

## 1.1 M+Archive WebViewer on WebAccess

After the M+Archive WebViewer is deployed and configured, an **Archive** link appears on your GroupWise WebAccess toolbar:

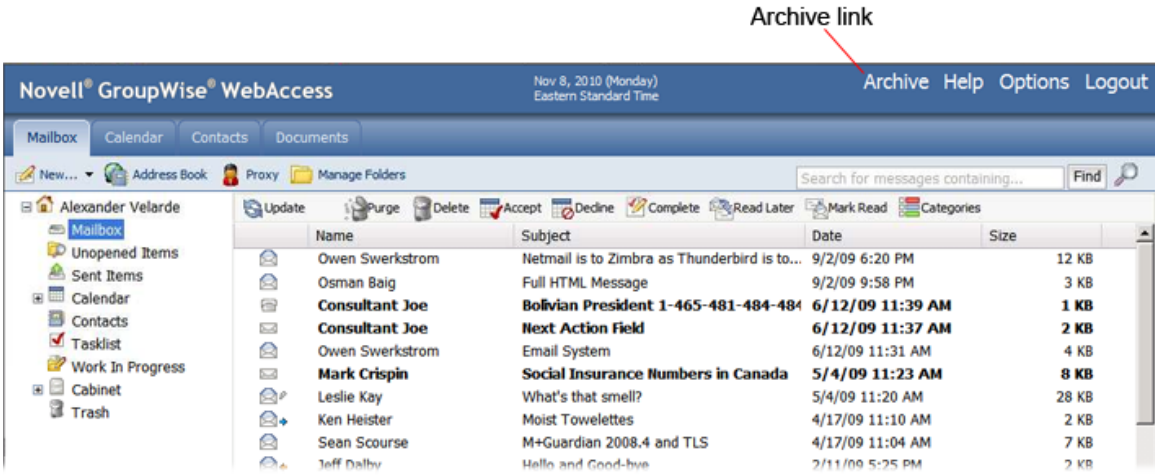
Archive link
Novell® GroupWise® WebAccess
Nov 8, 2010 (Monday)
Eastern Standard Time
Archive Help Options Logout
Mailbox Calendar Contacts Documents
New... Address Book Proxy Manage Folders
Search for messages containing...
Find
Alexander Velarde
Mailbox
Unopened Items
Sent Items
Calendar
Contacts
Tasklist
Work In Progress
Cabinet
Trash
Update Purge Delete Accept Decline Complete Read Later Mark Read Categories
Name Subject Date Size
Owen Swerkstrom Netmail is to Zimbra as Thunderbird is to... 9/2/09 6:20 PM 12 KB
Osman Baig Full HTML Message 9/2/09 9:58 PM 3 KB
Consultant Joe Bolivian President 1-465-481-484-484 6/12/09 11:39 AM 1 KB
Consultant Joe Next Action Field 6/12/09 11:37 AM 2 KB
Owen Swerkstrom Email System 6/12/09 11:31 AM 4 KB
Mark Crispin Social Insurance Numbers in Canada 5/4/09 11:23 AM 8 KB
Leslie Kay What's that smell? 5/4/09 11:20 AM 28 KB
Ken Heister Moist Towelettes 4/17/09 11:10 AM 2 KB
Sean Scourse M+Guardian 2008.4 and TLS 4/17/09 11:04 AM 7 KB

**Figure 1-1: WebAccess Toolbar, Archive link**

## Your Notes

# 2 Using the M+Archive WebViewer

To view your archived GroupWise account, click the **Archive** link on the WebAccess toolbar. The M+Archive WebViewer will load and open your archived account. By default, the **Archive** tab is displayed.

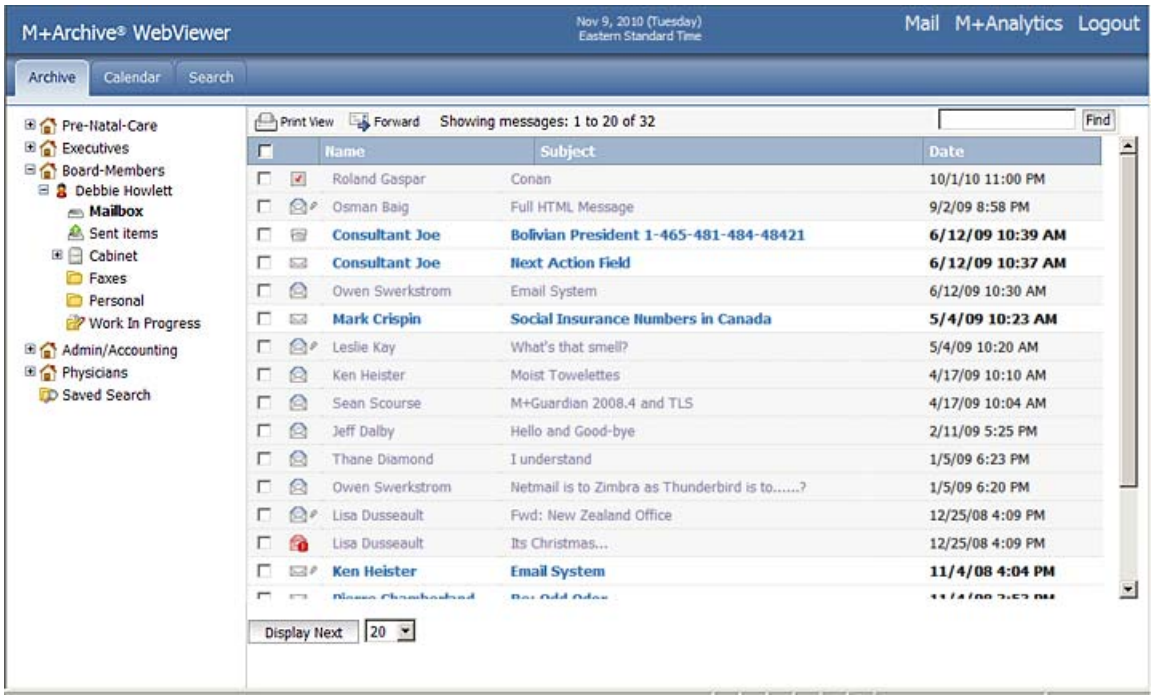


**Figure 2-1: Archive Tab**

## 2.1 Archive Tab

The **Archive** tab allows you to view archived messages in your account as well as to perform the following actions:

### 2.1.1 Viewing Accounts

To begin viewing archived messages, select a folder by clicking the + icon next to the location name to expand the list of folders. Select a folder, such as **Mailbox**, and then click to populate the **Items Area** with a list of all email messages contained in it.

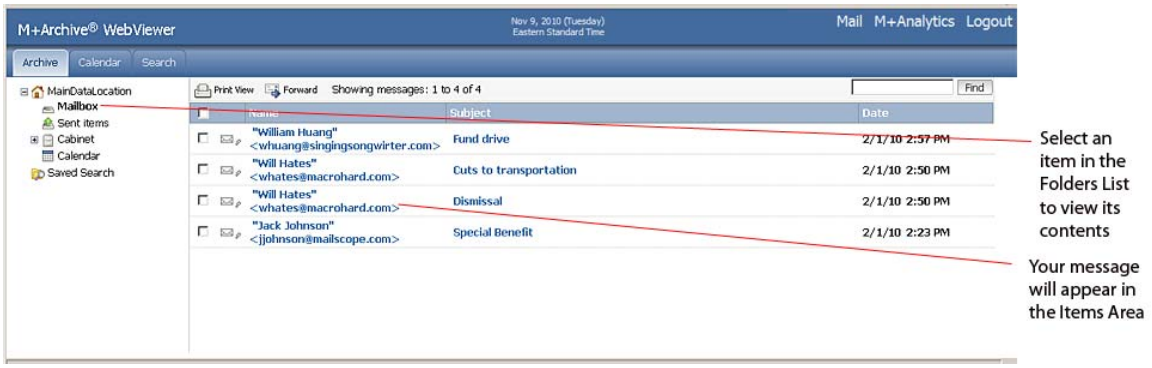


**Figure 2-2: Mailbox Folder View**

In the **Items Area** directly, you may choose one or more message items from selected folders to preview, print, forward, or perform simple searches through messages in a folder.

## 2.1.2 Viewing Messages

To open and view a message, click the message to open it. A GroupWise WebAccess Mail Message screen will display the selected message.

Mail Message Window
Print View
Action buttons
Attachments can be viewed, opened, or saved
Messages appear here
Mail Message
Close
Forward
Print View
Mail Message
Properties
From: "Matt Dilon" <Matt@mail.com>
Monday - May 31, 2010 7:29 PM
To: Maximilian Morgan
Subject: Dismissal
Attachments: Mime.822 (1884 bytes) [Retrieve]
Dear, Maximilian Morgan!
As you and I have already discussed, your receipt of this letter represents your official dismissal as an employee of Doe Pharmaceutics, effective today. A company such as ours has an obligation to adhere to the most exacting standards of scientific integrity. Since you have demonstrated a willingness to compromise these standards, we cannot in good faith accede to your continued employment with us.
Realizing the delicate nature of this situation, I nevertheless need to inform you that Doe will maintain a confidential file detailing the events that have led to your dismissal. This file documents your manipulation of research findings with the aim of a personal shortcut to advancement within the company. While we will not attempt to hinder your future career in any way, protection of Doe's legal interests and sound reputation requires us to preserve an internal record of all your actions relative to project no. 5555.
It is also appropriate for me to inform you that we cannot recommend you to potential future employers upon their inquiry. For this reason we ask you not to present our company's name or the names of company personnel as references. Please contact my secretary for further information concerning your severance.
In spite of your unfortunate false start here at Doe--and because we recognize your very real talent--we genuinely hope you find a bright new beginning for your career.
Best regards,

**Figure 2-3: Message Window**

In the Mail Message window, the following commands may be performed:

- **Close** Close the message item and return to the WebViewer main screen.
- **Forward** Forward the message item as an attachment from your WebAccess account.
- **Print View** Print a message directly from the WebViewer.
- **Properties** View basic GroupWise message item properties.
- **Advanced Properties** View more detailed GroupWise message item properties.

If you want to print a message or selected messages from an account directly from the WebViewer, select the message(s) you wish to print and click **Print View**. This displays the message in a standard Internet browser **Print Preview** window. The **Page Settings** can be adjusted by clicking the **Page Setup** icon.

### 2.1.3 Viewing Attachments

If the archived message contains an attachment, the following commands can be performed on the attachment:

- **View Attachment**
- **Open Attachment**
- **Save Attachment**

To view an attachment, click **View** or **Open** to access it. If your browser has the required file type snap-ins installed (i.e., Word, Excel, PowerPoint, Adobe Acrobat), you may click **View** to make the attachment viewable in the same window, or **Open** to view it in a new window.

If your browser does not support viewing of these attachments, you will be prompted to **Open** the attachment with an associated application, or **Save** the attachment to the file system. To save an attachment locally, click S**ave to Disk**.

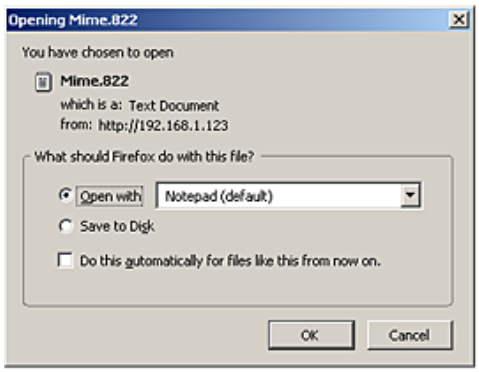


**Figure 2-4: Saving an Attachment**

## 2.2 Calendar Tab

The **Calendar** tab allows you to view archived Appointments, Notes, or Tasks items in selected folders by specific dates.

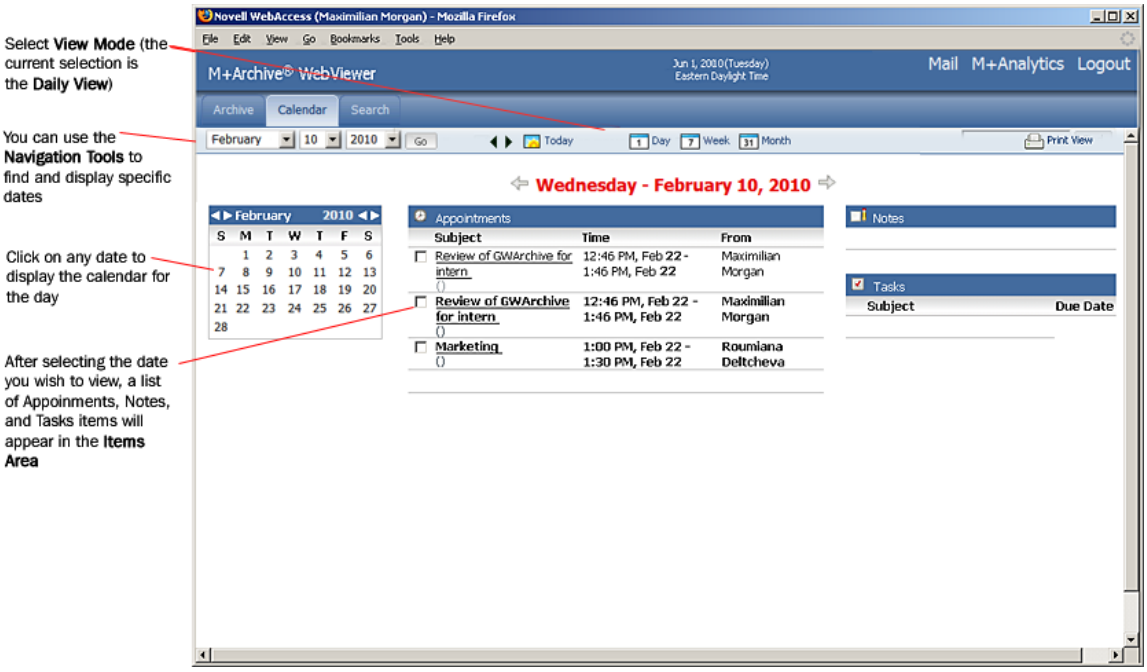


**Figure 2-5: Calendar View**

You can use either the calendar icon or the date dropdown boxes in the toolbar to view items.

There are three modes in which calendar items may be viewed:

- **Day**
- **Week**
- **Month**

Items are listed with the monthly view on the calendar screen with the following format:

- An **Appointment** time and subject header text appears in black text in each related date box.
- A **Note** subject appears in black text with a yellow box icon in each date box.
- A **Task** subject appears in red text with a white box icon in each related date box.

### 2.2.1 Daily View

Click the **Day** icon to view the Day view mode.

To view the items on a specific day in the month listed, click any date link in a selected month. To change the month, click the arrow buttons next to the month and year. You can also select the respective month, date, and year by using the dropdown calendar and clicking the **Go** button.

The list of Appointments, Notes, and Task items for the date set will appear onscreen.

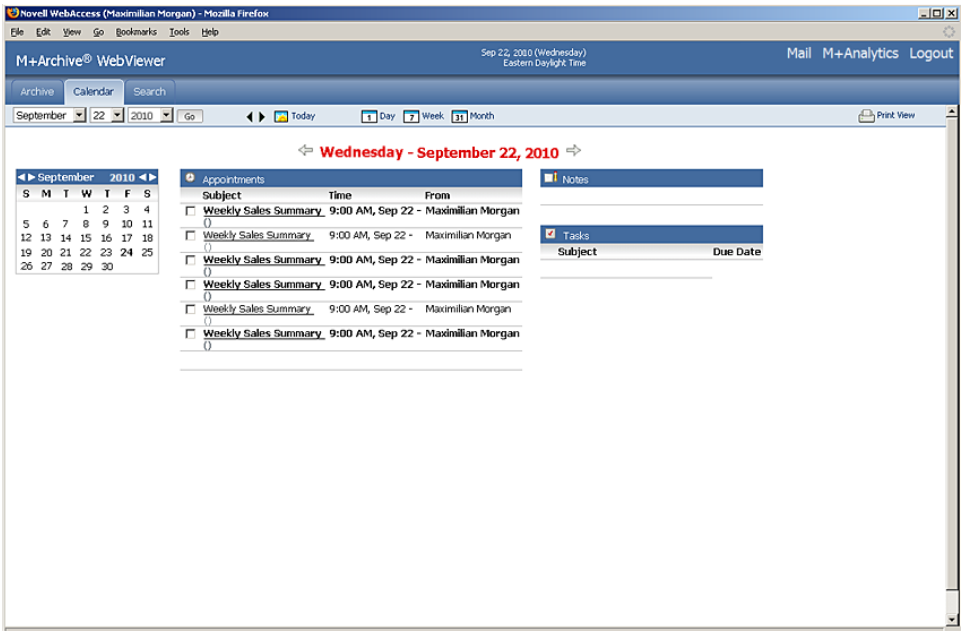


**Figure 2-6: Appointments, Notes, and Tasks Items on a Daily View list**

To view a specific item in the list, click the link next to the listed item. A standard **Mail Message** window will open.

## 2.2.2 Weekly View

To view items for an entire week, click the **Week** icon to switch to this type of view. To change the month, click the arrow buttons next to the month and year. You can also select the respective month, date, and year by using the dropdown calendar and clicking the **Go** button.

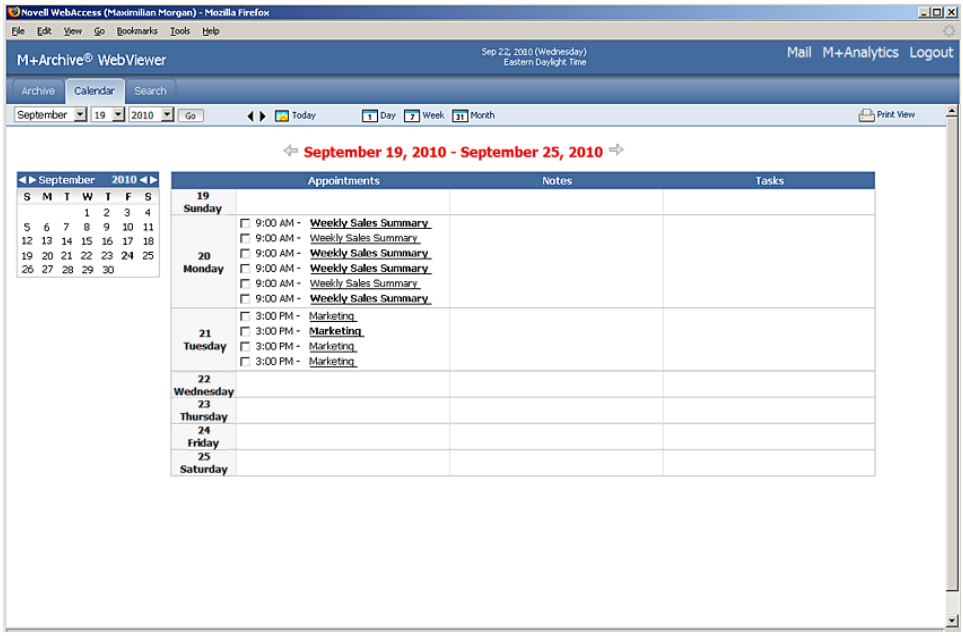


**Figure 2-7: Appointments, Notes, and Tasks Items on a Weekly View list**

To view a specific item listed, click the link next to the item. A separate browser window will open with the message displayed in WebAccess format.

### 2.2.3 Monthly View

To view items for an entire month, click the **Month** icon to switch to this type of view (Figure 16). To change the year, click the arrow buttons next to the year. You can also select the respective month, date, and year using the dropdown calendar and click the **Go** button.

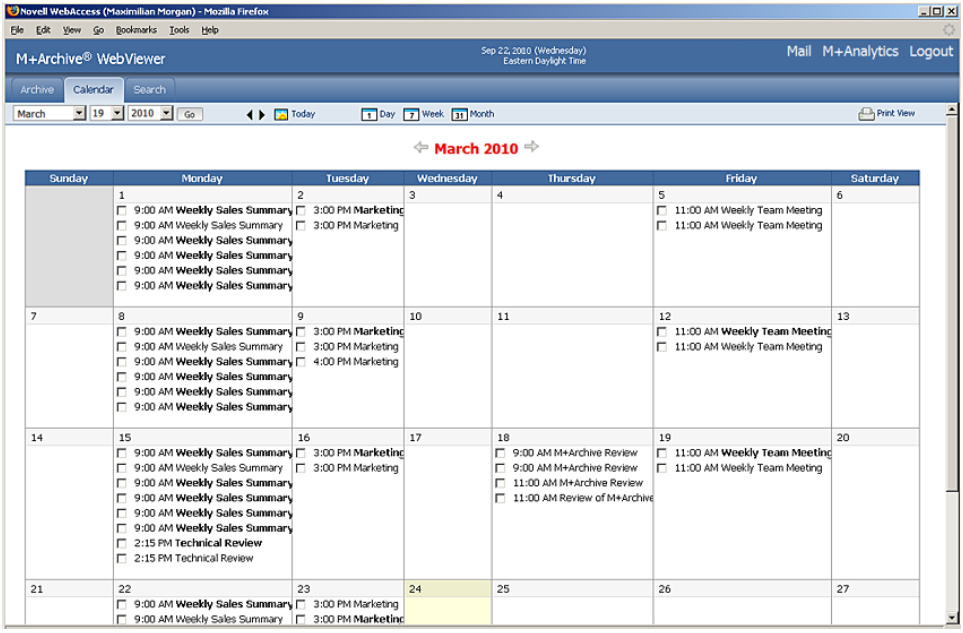
Novell WebAccess (Maximilian Morgan) - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
M+Archive® WebViewer
Sep 22, 2010 (Wednesday)
Eastern Daylight Time
Mail M+Analytics Logout
Archive Calendar Search
March 19 2010 Go Today Day Week Month Print View
March 2010
Sunday Monday Tuesday Wednesday Thursday Friday Saturday

**Figure 2-8: Appointments, Notes, and Tasks Items on a Monthly View list**

To view a specific item listed, click the link next to the item. A separate browser window will open with the message displayed in WebAccess format.

## 2.3 Search Tab

The **Search** tab provides sophisticated searching functions for locating messages within your folders. The WebViewer interface provides the standard GroupWise WebAccess search interfaces plus additional enhanced searching interfaces.

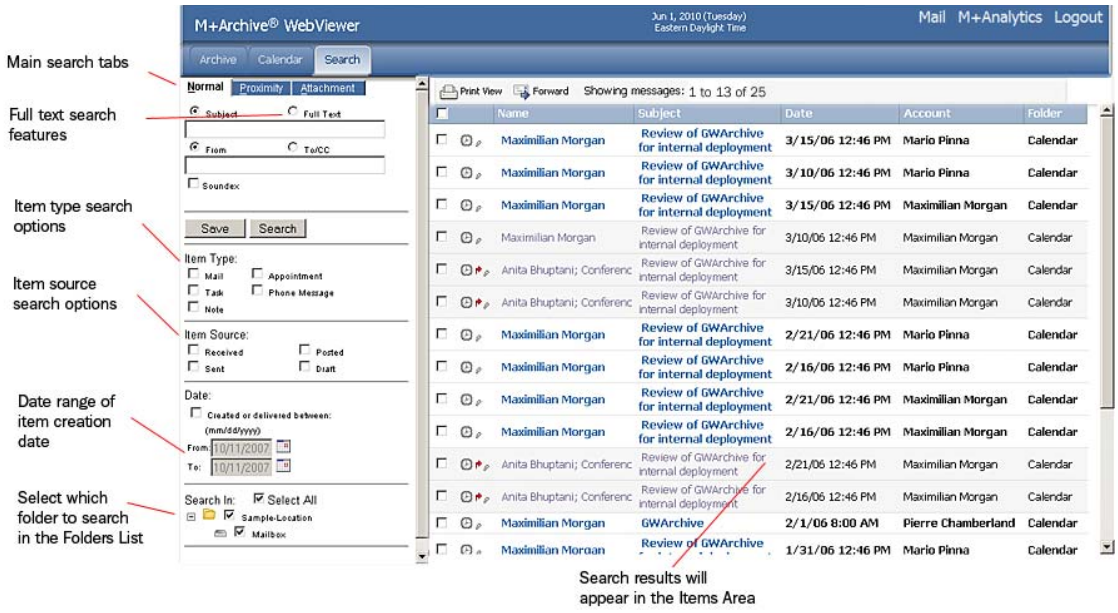


**Figure 2-9: WebViewer, Search Features**

There are four tabs in the Search interface:

- **Normal**
- **Proximity**
- **Attachments**

To start a search, enter search criteria, and then click **Search**. After the search is complete, the results are automatically displayed in the **Items Area**. Click **Save** to save your search criteria. Your search criteria is saved in the **Saved Search** folder at the end of the list of folders on the **Archive** tab.

## 2.3.1 Normal Search

The standard **Normal** search interface operates identically to that found in the GroupWise WebAccess client. You can perform Subject or Full Text searches, searching Senders or Recipients and have the ability to define the message item parameters, including Item type, Item source, and Creation date. To perform a search using this interface, enter the text you wish to search for in the textboxes on the left-hand search pane. From the list of available folders, select a folder to search in, or **Select All** to search all folders. Click **Search** to begin your search.

### Subject

Select **Subject** to perform a search based on the subject of messages. Select **Full Text** to perform a search based on the subject and body of messages. In the textbox, enter the text pattern on which the search is to be performed.

### From

You can also perform searches on the Sender or Recipient of messages. Select **From** to perform a search based on the sender of the archived messages. Select **To** to perform a search based on the recipient of the archived messages. In the textbox, enter the text pattern (name) on which the search is to be performed.

### Soundex Search

Soundex or Fuzzy searching allows you to search for words within a document which may be misspelled or which sound like other words, (e.g., Furby, Furry or Fergy). To search for words, enter the word in the **Subject** or **Full Text** textbox above. Afterwards, select whether you want to look in the **Subject** or **Full Text** message body.

### Item Type

Select the type of messages on which the search is to be performed from the following categories:

- **Mail**
- **Appointment**
- **Task**
- **Phone Message**
- **Note**

### Item Source

Select the origin of messages on which the search is to be performed from the following categories:

- **Received**
- **Posted**
- **Sent**
- **Draft**

### Date Range

Select a date range for messages on which the search is to be performed by enabling the **Created or delivered between** checkbox and using the calendar icons in the **From** and **To** fields to specify the dates.

### Search In

From the list of available archived folders, **Select All** to search all folders, or select one or more categories within a folder on which the search is to be performed. If you want to narrow down your search criteria to a specific category within a selected folder, select the folder name, and then click the + icon to expand the list of categories. In the list of categories, select which category to search.

## 2.3.2 Proximity Search

Proximity searching allows you to search for all messages that contain two words in close proximity to each other. To conduct a Proximity search, specify the two words you wish to search for in the **Search For** textbox and the **Proximity to** textbox. Enter the minimum number of words that must separate these two values before the search will match a record in the **Within number of words** textbox. Finally, select **Subject** or **Full Text** to search the subject or message body respectively.

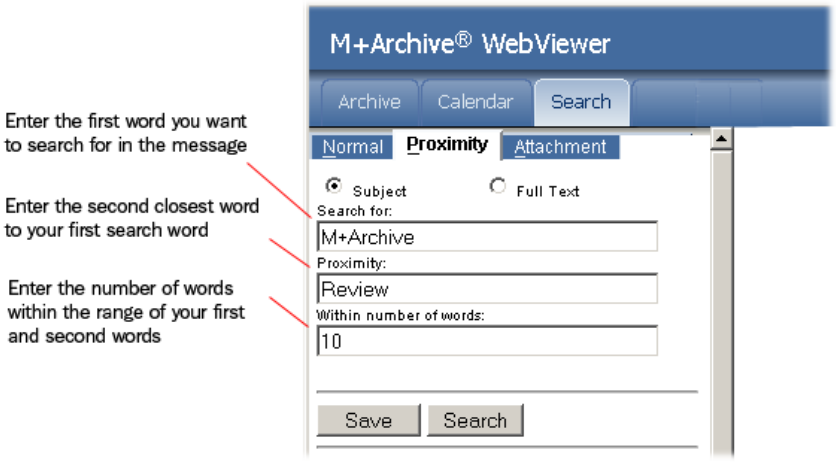


**Figure 2-10: Proximity Search**

### Item Type

Select the type of messages on which the search is to be performed from the following categories:

- **Mail**
- **Appointment**
- **Task**
- **Phone Message**
- **Note**

### Item Source

Select the origin of messages on which the search is to be performed from the following categories:

- **Received**
- **Posted**
- **Sent**
- **Draft**

### Date Range

Select a date range for messages on which the search is to be performed by enabling the **Created or delivered between** checkbox and using the calendar icons in the **From** and **To** fields to specify the dates.

### Search In

From the list of available archived folders, **Select All** to search all folders, or select one or more categories within a folder on which the search is to be performed. If you want to narrow down your search criteria to a specific category within a selected folder, select the folder name, and then click the + icon to expand the list of categories. In the list of categories, select which category to search.

## 2.3.3 Searching Attachments

Attachments are searched separately from email messages. To search message attachments, the attachments must be indexed by M+Archive during the Archive process.

If the attachments are indexed, you can search for keywords using Proximity searching parameters or Soundex searching parameters.

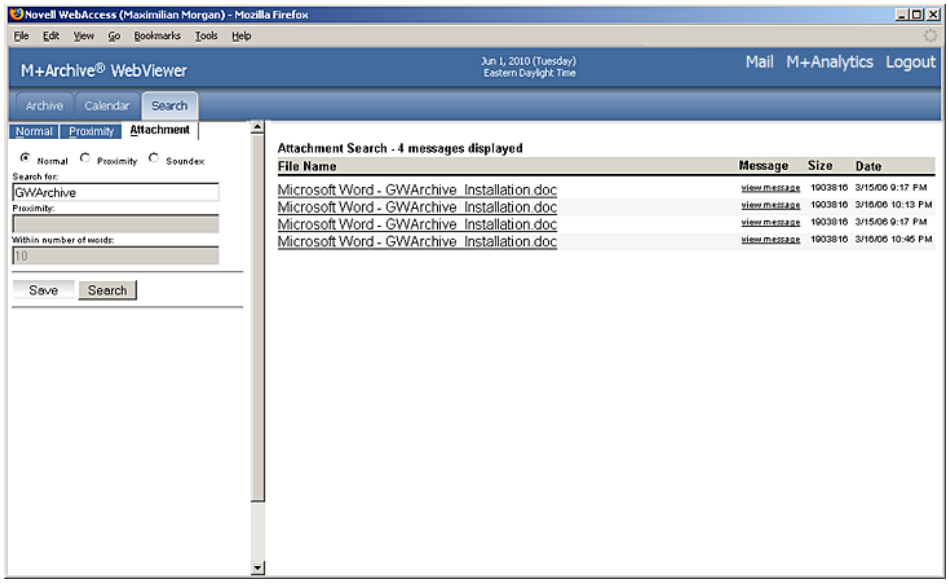
Novell WebAccess (Maximilian Morgan) - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
M+Archive® WebViewer
Jun 1, 2010 (Tuesday)
Eastern Daylight Time
Mail M+Analytics Logout
Archive Calendar Search
Normal Proximity Attachment
Normal Proximity Soundex
Search for:
GWArchive
Proximity:
Within number of words:
10
Save Search
Attachment Search - 4 messages displayed
File Name Message Size Date
Microsoft Word - GWArchive_Installation.doc view message 1903816 3/15/06 9:17 PM
Microsoft Word - GWArchive_Installation.doc view message 1903816 3/16/06 10:13 PM
Microsoft Word - GWArchive_Installation.doc view message 1903816 3/15/06 9:17 PM
Microsoft Word - GWArchive_Installation.doc view message 1903816 3/16/06 10:45 PM

**Figure 2-11: Attachment Search**

### Normal Search

For standard keyword searching, enter the word in the **Search for** textbox.

### Proximity Search

Use the proximity searching without any other parameters. Enter the word in the **Proximity** textbox and a number in the **Within number of words** textbox, respectively. The latter value indicates the minimum number of words that must separate the two words before the search will match a record.

### Soundex Search

Soundex or Fuzzy searching allows administrators to search for words within a document which may be misspelled or which sound like other words, (e.g., Furby, Furry or Fergy). To search for words, enter the word in the **Search for** textbox.

## 2.4 M+Analytics

M+Analytics is an easy-to-use web-based electronic discovery tool that allows you to intelligently search, retrieve, view, and manage your archived items in a simple and timely manner. The benefit of M+Analytics lies in its advanced search features and guided navigation. The tool's advanced search features allow for word list usage, exact phrase matching, forbidden term searching, approximate spelling matching, and more! It is also possible for you to build your own customized search queries, meaning you are never limited to default search criteria.

To access M+Analytics, click the **M+Analytics** link located on your M+Archive WebViewer toolbar.

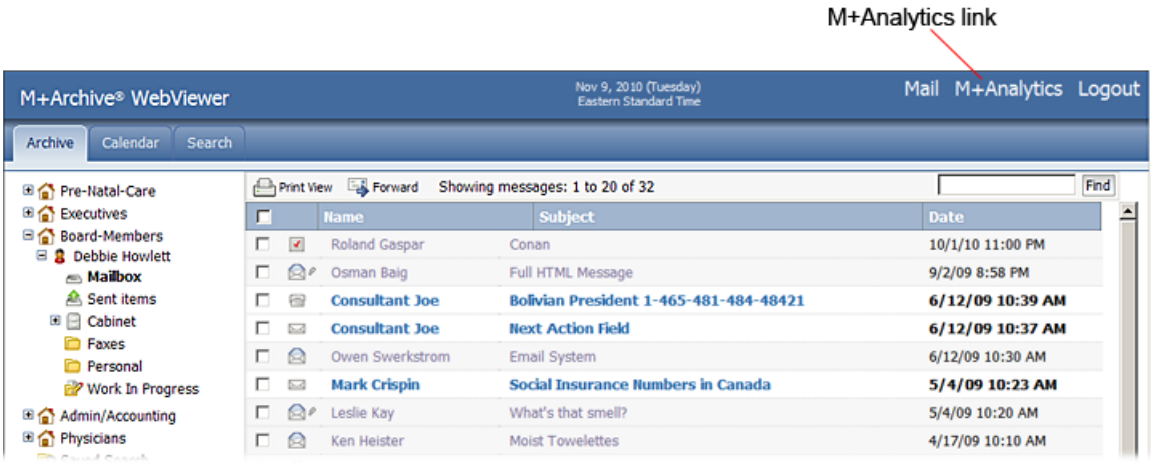


**Figure 2-12: WebViewer Toolbar, M+Analytics Link**

M+Analytics opens in a new browser window, and you are presented with the archive overview screen.

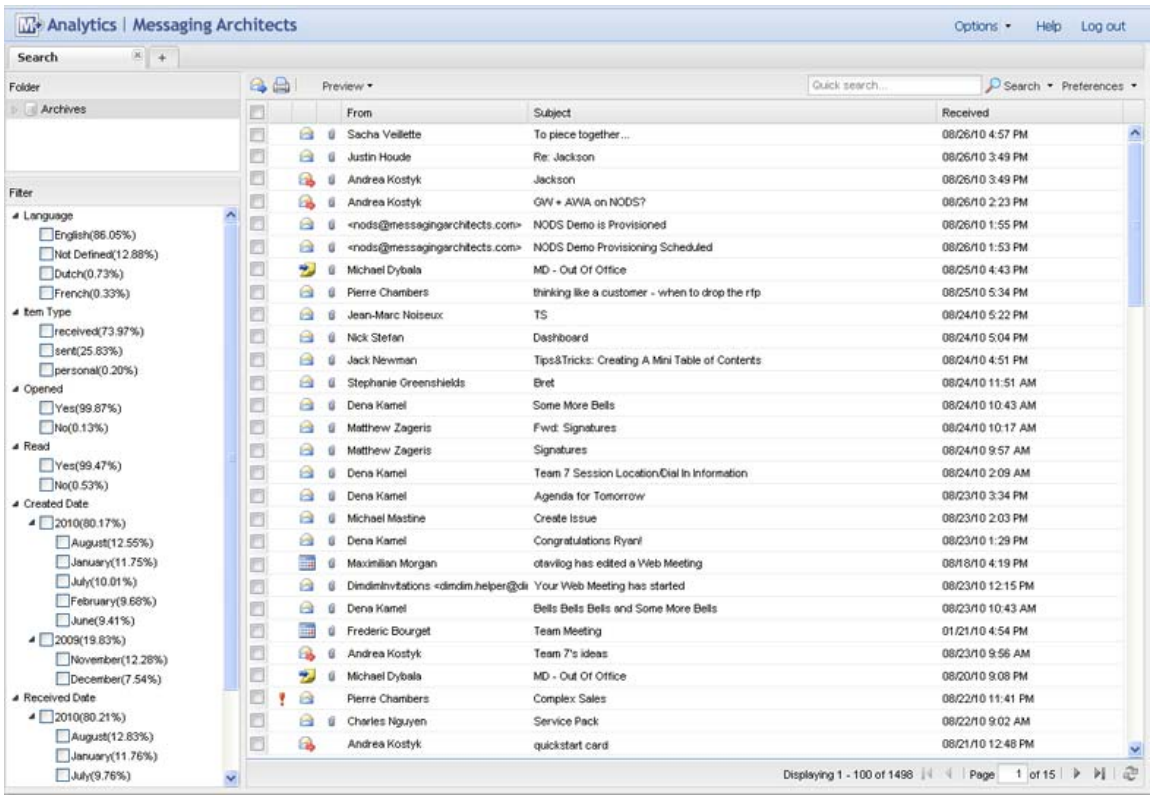


**Figure 2-13: WebViewer > M+Analytics Archive Overview Screen**

For detailed instructions on how to use M+Analytics, please see the *M+Analytics User Guide*.

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Messaging
Architects™
BUSINESS DRIVEN EMAIL